

Platform setup

Before proceeding with the integration it is mandatory to start the platform setting, which consists of providing a set of useful information about the organization requesting the integration with LiveID+.

3.1. Configuration

For the platform setting the following information are required:

1. Organization parameters (chapter 3.1.1);
2. Organization's processes details (chapter 3.1.2);
3. Operators recognition (chapter 3.1.3).

The setup of the platform, configuration and deployment, is in charge of Namirial S.p.a..

3.1.1. Organization

Every organization must be registered in the LiveID system.

To do that, besides name, the following are required:

<i>Property</i>	<i>Description</i>
alertEmail	Email address of the organization where all the alert/information emails about service status will be sent by the application. [required]
maxSecondsUserWaitingForAnswer	Response time in seconds for a call. If a call isn't answered by an operator within this amount of time, it will be automatically closed by the system. [required]
maxOperatorLoggedSameTime	Maximum number of logged operators in platform and active for the organization at the same time allowed. [required]
maxDaysKeepingFiles	Number of days during which LiveID+ video recognition files remain stored and accessible by operators after the end of recognition. After this period all files will be deleted (no more accessible). If the property is not set, files stay stored permanently on LiveID+ servers. [optional]
website	Organization's website. [optional]

A platform customization in terms of logo and theme colors can be requested too in the organization configuration phase of the LiveID+ service.

3.1.2. Process

Each registered organization must have one or more processes.

With the word “process” we mean the list of components/modules needed in a specific video-recognition flow. The process also defines the details of the operations to be performed on its end (example: call a specific service to report video recognition’s flow success).

3.1.3. Operators

In order to answer a call of a specific organization, there has to be at least one operator assigned to that organization.

A single operator can manage calls for more than one organization, that means that every operator, once logged in, has to select for which organization they want to receive calls.

There are two operator types: administrator and standard.

The **standard** one has limited access to the administration panel which only includes calls answering and editing of some of its personal information.

The **administrator** one, in addition to standard operator features, can register other operators of the administered organizations and access the report panel.

For each operator connected to a single organization a **role** must be defined: the purpose of the role is to limit the type of video-recognition flows that can be managed by an individual operator connected to an organization. For example, if an organization has several different processes with roles can indicate operators able to manage only a list of processes and other ones able to manage all the available processes.

Only for resident operators the LiveID+ administration panel is available at the following link:

- TEST: <https://liveid.test.namirialtsp.com/app/service-login/>
- PRODUCTION: <https://liveid.namirialtsp.com/app/service-login/>

For organizations that have a list of their operators and therefore need for an automated access to LiveID+ platform, the **external login feature** is available.

Notice: all operators logging in via external login will be considered standard operators and it will not be possible to discriminate the processes managed through the role (all this kind of operators will be linked to an "all process" role).